

Maui County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

• PSAP Operations

9-1-1 Call Volume – September 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,355	2,358	32.1%	4,996	67.9%
MOLOKAI	241	144	59.8%	97	40.2%

(*) Totals are based on calls to primary PSAP.

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September	7,355	2,358	32.1%	4,996	67.9%	1	0.0%	1,273	17.3%
August	8,917	2,840	31.9%	6,071	68.1%	6	0.1%	1,597	17.9%
July	9,365	3,046	32.5%	6,319	67.5%	0	0.0%	1,657	17.7%
June	8,260	2,640	32.0%	5,620	68.0%	0	0.0%	1,385	16.8%
May	8,282	2,815	34.0%	5,467	66.0%	0	0.0%	1,395	16.8%
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	73,863	25,020	33.9%	48,833	66.1%	10	0.0%	12,691	17.2%
AVG PER MO	8,207	2,780		5,426		1		1,410	
Note:	Total Calls include Administrative calls that are not direct 911 calls.								

Maui County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

• PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September	241	144	59.8%	97	40.2%	0	0.0%	28	11.6%
August	226	145	64.2%	81	35.8%	0	0.0%	32	14.2%
July	387	237	61.2%	150	38.8%	0	0.0%	84	21.7%
June	247	135	54.9%	111	45.1%	1	0.4%	37	15.0%
May	295	176	59.7%	119	40.3%	0	0.0%	34	11.5%
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	2,444	1,503	61.6%	938	38.4%	3	0.1%	410	16.8%
AVG PER MO	272	167		104		0		46	
Note:		Total Calls include Administrative calls that are not direct 911 calls.							

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – September 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
09/20/10	Verizon Wireless Network Connectivity Testing	Maui	1	1	Maui PSAP
09/23/10	Mobi PCS	Maui	1	3	Maui PSAP/ Akimeka
09/27/10	AT&T Mobility Network Connectivity Testing	Maui	1	1	Maui PSAP
09/29/10	AT&T Mobility Network Connectivity Testing	Lanai	1	1	Maui PSAP
09/30/10	AT&T Mobility Network Connectivity Testing	Molokai	1	1	Molokai PSAP

Maui County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

• PSAP Operations (continued)

- 09/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. There have been no updates received to date.
- 09/01/10 -- Ongoing Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.
- 09/01/10 -- Ongoing Akimeka personnel continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart should be finalized and be ready for review by the end of October 2010.
- 09/01/10 -- Ongoing Akimeka personnel received and reviewed the CRSS from Sprint-Nextel for their Nextel towers. Questions were sent to Jennie Stein and no response has been received to date.
- Sprint's CRSS is still under review by Akimeka personnel.
- 09/01/10 -- Ongoing Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers.
- 09/01/10 -- Ongoing Akimeka personnel finalized the 2010 Annual Audit for T-Mobile and are in the process of reviewing the updates received from Benjamin Vermillion on September 30, 2010.
- 09/03/10 Akimeka personnel contacted Hi-tech Systems regarding the CAD laptops and servers located in the Maui Emergency Operations Center (EOC). All future maintenance and upgrade issues will be directed to the Maui Civil Defense agency.
- 09/08/10 -- Ongoing Akimeka personnel along with the Maui and Molokai PSAPs, are finalizing TVWs, drive plans and testing dates to re-test all of the Verizon Wireless towers on the islands of Maui, Lanai and Molokai. Re-testing was requested by Verizon Wireless due to an upgrade of equipment on their network. Testing has been scheduled for October 8, 2010 on the island of Molokai and October 19, 2010 for the islands of Maui and Lanai. Test documents were distributed for Molokai.

Maui County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

• PSAP Operations (continued)

- 09/08/10 -- Akimeka personnel are assisting the Maui Police Department with the Molokai
09/27/10 Dispatch Furniture project. Akimeka personnel sent the Watson Furniture Company digital photographs of the Molokai Dispatch Center for review and design on September 8, 2010.
- Akimeka personnel met with a Watson Furniture Company representative on September 16, 2010 at the Molokai Dispatch Center to evaluate, take measurements, and consult on the furniture upgrade project's requirements.
- On September 27, 2010, Akimeka received final quotes and drawings from the Watson Furniture Company. Akimeka recommended that the final quotes and drawings be sent directly to Captain Hudson.
- 09/08/10 Akimeka personnel confirmed the Internet Protocol (IP) address and tested the connection to the Build Machine on the Maui Police Department CAD network.
- 09/09/10 -- Akimeka personnel upgraded Positron's PowerMap system from Version 3.2 to
09/10/10 4.0. Version 4.0 includes the following new capabilities: 1) GeoDBSync which allows the PSAP GIS server to connect to a Geodatabase server, 2) Addition of a Voice Over IP (VoIP) icon, and 3) Addition of the "Soundex" check box in the Search tool which enables a search of all records that sound like the text (street name, common place name, or intersection).
- Configurations were completed on September 10, 2010 and all positions are fully functional with the upgraded system.
- 09/15/10 Akimeka discovered that their employees would need connection to the "Test Server" and "CAD Test Machines". Mr. Berkley from Maui Police IT agreed to send Akimeka connection information as well as provide a username and password. Akimeka continues to work with Mr. Berkley and the Maui IT staff to get this completed.
- 09/16/10 Akimeka personnel installed an external hard drive with Pictometry imagery at the Molokai PSAP.
- 09/22/10 -- Akimeka personnel are working with Tom Heinrich of Global Specialty to
Ongoing download the ALI data for the Koki Beach Park callbox. Permission to load the Verizon Wireless telephone number was received with MSAG validation pending.
- 09/29/10 Akimeka personnel contacted Hawaiian Telcom, Inc. (HTI) regarding 9-1-1 calls being received at the Maui PSAP that are out of jurisdiction due to a possible ESN routing error. HTI contacted Verizon Wireless to correct the error.
- 09/30/10 Akimeka personnel presented a status update for the Executive Staff of the Maui Police Department regarding 9-1-1 mapping updates with special conversions, CAD map roll status, and Next Generation 9-1-1.

Maui County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

• MSAG

Current Month – September 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
MAUI COUNTY	9	9	1	1	1	6	0	984	0	1	1
Revised categories and report format changes effective April 2009.											

During the month of September 2010, 9 changes were completed relating to the Maui County MSAG database. See attached spreadsheet for a detailed description of changes and additions.

There currently exists one (1) request under Suspended status with one (1) TN affected, which is a carryover from previous months. The location remains unknown.

Efforts continued to be focused on identifying and changing MSAG ranges 1 – 9999/1 – 9998.

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL									# of Transactions	TNs Affected
December											
November											
October											
September	9	9	1	1	1	6	0	984	0	1	1
August	239	232	29	148	0	53	2	0	7	1	1
July	228	220	11	165	3	38	3	75	8	1	1
June	70	70	16	0	52	0	2	0	0	1	1
May	188	183	58	5	108	9	3	2	5	1	1
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	1,256	1,199	275	383	284	216	41	1,096	57		
AVG PER MO	140	133	31	43	32	24	5	122	6		
(*) Applies to Change, Delete and Insert categories											

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Maui County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

• Mapping Layers Updated/Loaded Into GIS – September 2010

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui	09/23/10			Per VZW CRSS
	Maui	09/22/10			Per VZW CRSS -- Changed azimuth and sector compass orientation
	Maui/Molokai	09/17/10			VZW -- Changed Lat/Long
	Maui	09/14/10			Per VZW CRSS
	Maui	09/09/10			Per VZW CRSS
	Maui	09/07/10			Per VZW Annual Audit
Street Centerlines	Maui	09/09/10			Edited the Street Centerline layer used to load into Positron.
	Maui	09/08/10			Edited one street range.
Address Points	Maui	09/30/10			Added MM 430-2 and MM430-5 for reference purposes as requested by the Maui PSAP.
	Maui	09/21/10			
	Maui	09/20/10			
	Maui	09/15/10			Made a correction per Maui Police.
	Maui	09/14/10			Corrected lao School address per Maui Police.
	Maui	09/08/10			Edited common names.
Pseudo Address Points					
Parcels	Maui/Molokai	09/30/10			Spatial adjustment project effort
	Molokai	09/29/10			
	Molokai	09/28/10			
	Molokai	09/27/10			
	Molokai	09/24/10			
	Molokai	09/23/10			
	Molokai	09/22/10			
	Maui	09/21/10			
	Maui	09/20/10			
	Maui	09/17/10			
	Maui	09/15/10			
	Maui	09/14/10			
	Maui	09/13/10			
	Maui	09/10/10			
	Maui	09/09/10			
	Maui	09/08/10			
	Maui	09/07/10			
	Maui	09/03/10			
	Maui	09/02/10			
	Maui	09/01/10			
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Emergency Callboxes					
EMS Zones					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Maui County Wireless E9-1-1 Status Report

September 1, 2010 – September 30, 2010

- Mapping Layers Updated/Loaded Into GIS – September 2010 (continued)**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
MSAG Communities					
Major Roads					
Medic Beat Boundaries					
Medic Stations					
Medical Facilities					
Milepost Markers	Maui	09/30/10			Added MM 430-2 and MM430-5 for reference purposes as requested by the Maui PSAP.
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Maui County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

• Mapping Layers Updated/Loaded Into GIS – September 2010 (continued)

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note: The Parcels layer is provided by Maui County.

Current Month GIS Activities – September 2010

- 09/08/10 Akimeka GIS personnel sent an email to Chuck Davis of Maui Police IT regarding pulling common name changes initiated by the dispatchers from the CAD. Mr. Davis is currently the Intergraph CAD Administrator.
- 09/09/10 Akimeka shared street centerline name discrepancies with Andrew Irvin from the County of Maui. One street name correction was received.

• Service Requests Transactions

Open Service Requests – September 2010 (August 28 – September 27, 2010)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	5/29/2010	222	Investigate ESZ for Kamaaina Road	911 Map - Other	High	Change will be reflected in the CAD with the next Intergraph map roll. Will keep Service Request open until the update occurs.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Maui County Wireless E9-1-1 Status Report September 1, 2010 – September 30, 2010

• Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	0	1	1	0	1	0	0	0	0	0	0
August	0	0	2	0	0	0	0	0	0	0	0
July	2	2	2	1	1	1	1	0	0	0	0
June	1	2	2	1	1	0	1	0	0	0	0
May	3	1	3	2	0	1	1	0	0	0	0
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	17	16	1	10	9	7	7	0	0	0	0
Note: Open Service Requests reflect what is in pending status at the end of the report month.											

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	0	0	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0
Note: Open Service Requests reflect what is in pending status at the end of the report month.											

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions